Section 1
Processing SF-52s
Proponent: West CPOC
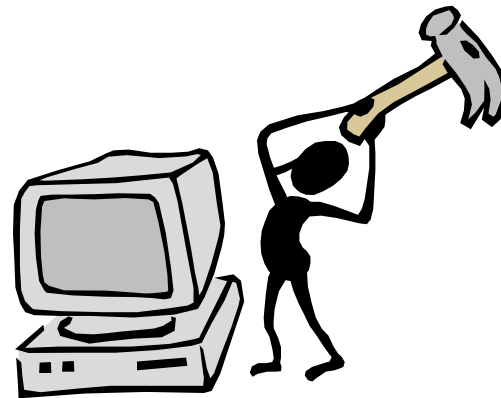
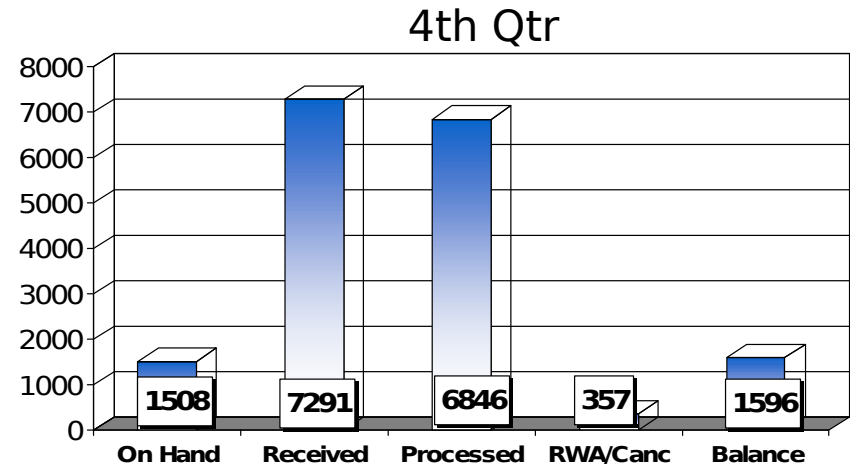| Sub-Section	Topic	Remarks
N/A	PERSACT Actions	Depicts total numbers of all personnel actions processed through CPACs and CPOC using PERSACT.

Jul

On Hand	Received	Processed	RWA/Canc	Balance
1508	1704	1814	147	1251

Aug

On Hand	Received	Processed	RWA/Canc	Balance
1251	2657	2230	104	1574

Sep

On Hand	Received	Processed	RWA/Canc	Balance
1574	2930	2802	106	1596

4th Qtr

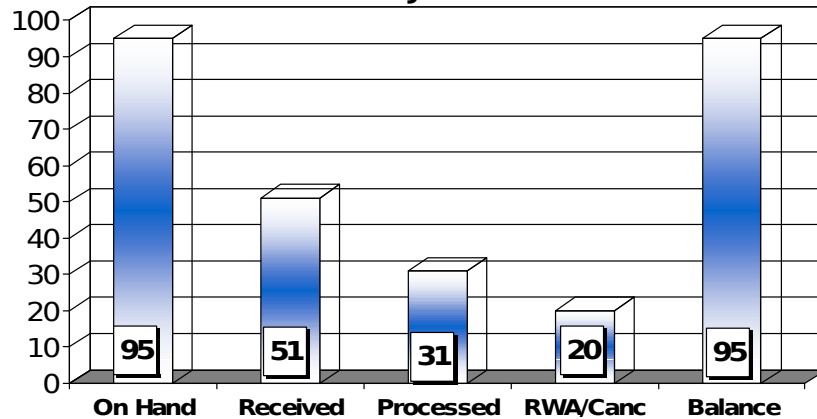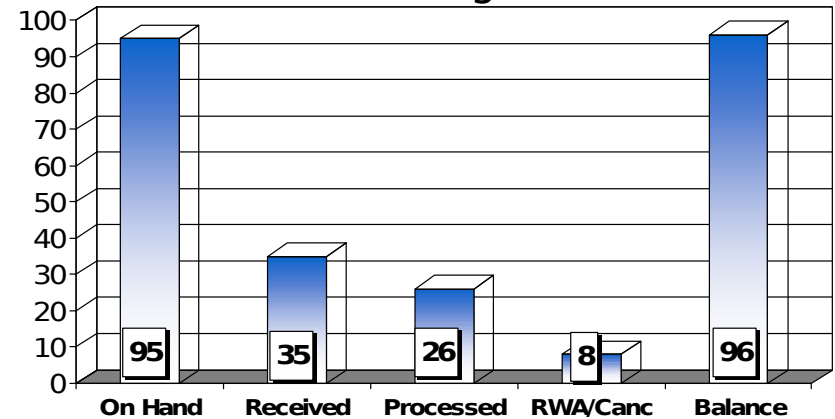| On Hand	Received	Processed	RWA/Canc	Balance
1508	7291	6846	357	1596

WEST Region
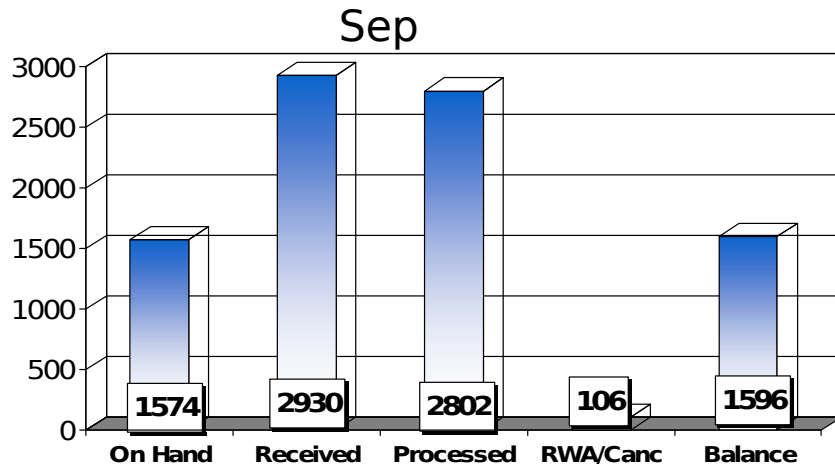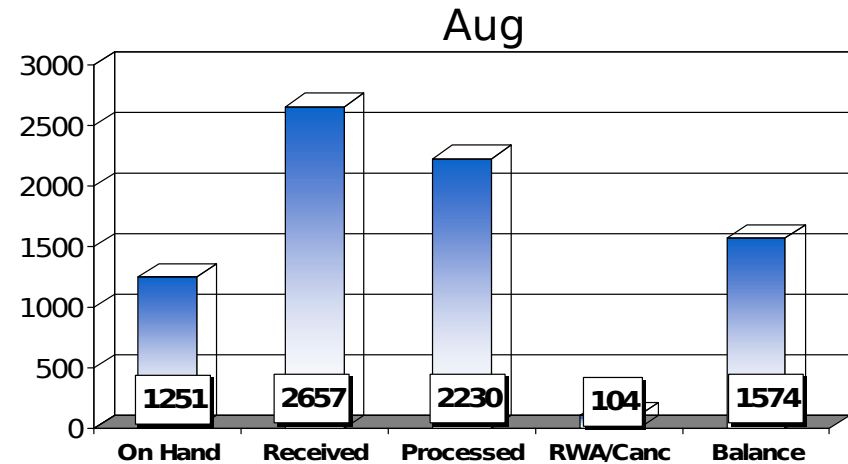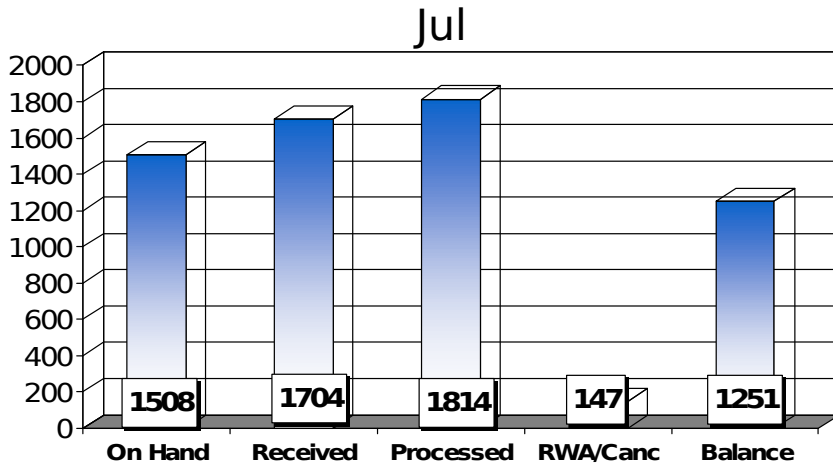
ANALYSIS: Balances on hand at the end of each month increased which is to be expected as serviced population continued to increase. COE, South Pacific Division transitioned on 4 Jul 99, and full Operating Capability (FOC) was reached on 1 Aug 99, with the transition of COE, Portland. Approximately 300 of the final balance are realignment actions which will be processed in October.

TOPIC:	PERSACT Actions - Dugway Proving Ground	4TH QTR-FY99
PROPONENT:	WCPOC	

Jul

	On Hand	Received	Processed	RWA/Canc	Balance
	95	51	31	20	95

Aug

	On Hand	Received	Processed	RWA/Canc	Balance
	95	35	26	8	96

Sep

	On Hand	Received	Processed	RWA/Canc	Balance
	96	70	60	12	94

4th Qtr

	On Hand	Received	Processed	RWA/Canc	Balance
	95	156	117	40	94

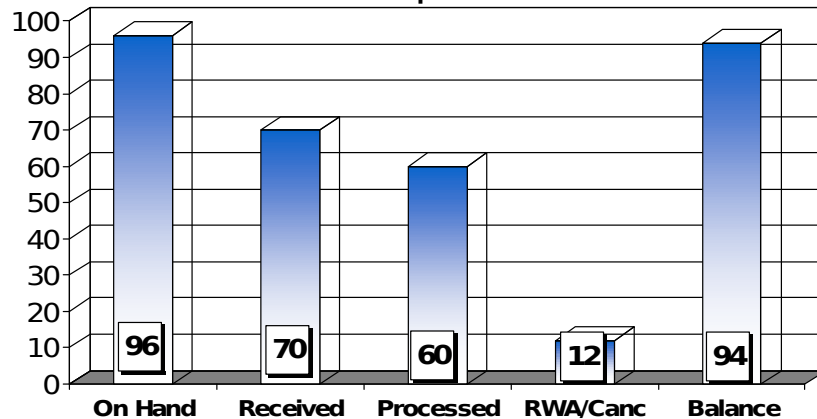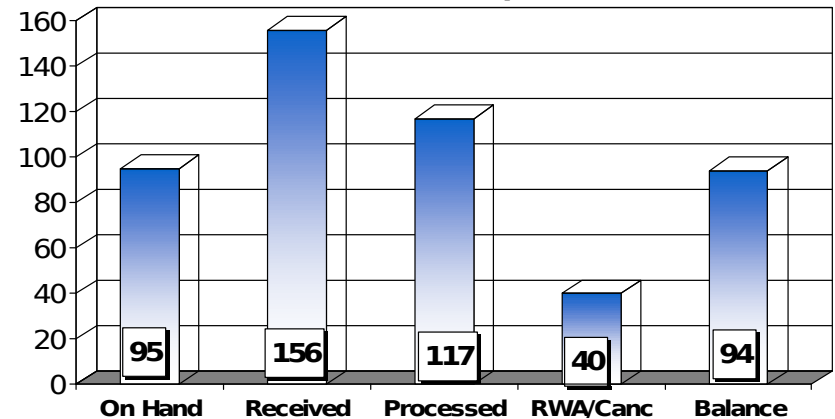WEST Region

ANALYSIS: The number of actions processed and/or canceled is keeping pace with the volume received. The balance remaining includes actions with future effective dates and positions under recruitment.

SECTION 2
Classifying Jobs
Proponent: WCPOC, Classification Division

Sub-Section	Topic	Remarks
A	Classification Actions Processed	Demonstrates volume and timeliness of personnel actions requiring handling by a position classifier. Routine actions are those which require only a cursory review in the Division. Nonroutine actions require the classifier to do a job analysis or advisory.
B	New Position Descriptions	Indicates usage of Army tools for classification.
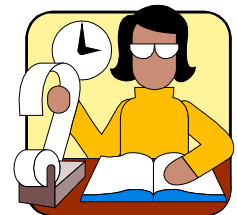
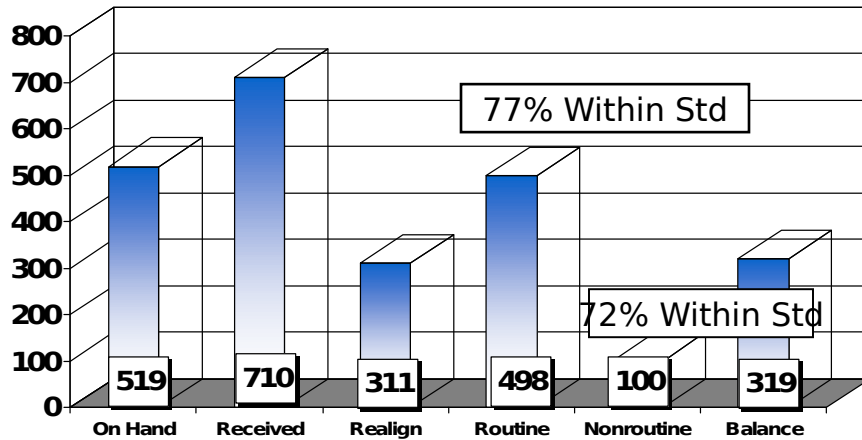| TOPIC:	Classification Actions Processed - All Serviced	4TH QTR-FY99

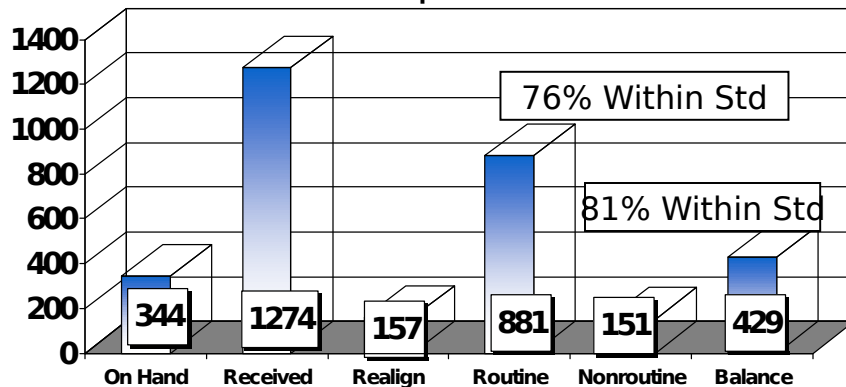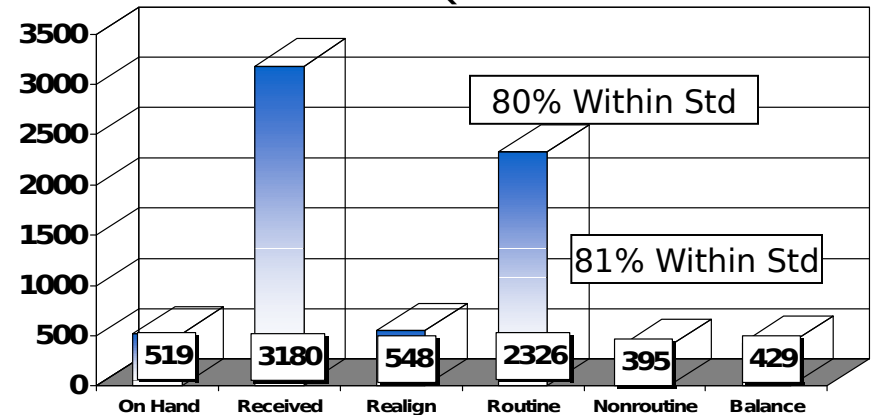| PROPONENT-STANDARD:	WCPOC- Routine, 4 Days from Date Received in CD Non-Routine, 30 Days from Date Received in CD	ASSESSMENT:	Routine: Amber Non-Routine: Am

Jul

77% Within Std

72% Within Std

On Hand	Received	Realign	Routine	Nonroutine	Balance
519	710	311	498	100	319

Aug

84% Within Std

87% Within Std

On Hand	Received	Realign	Routine	Nonroutine	Balance
319	1196	80	947	144	344

Sep

76% Within Std

81% Within Std

On Hand	Received	Realign	Routine	Nonroutine	Balance
344	1274	157	881	151	429

4th Qtr

80% Within Std

81% Within Std

On Hand	Received	Realign	Routine	Nonroutine	Balance
519	3180	548	2326	395	429

W E S T Region

ANALYSIS: Volume has continued to increase with the WCPOC reaching full operating capability during
this quarter. Non-routine actions in standard declined from 85% the previous quarter while volume increased by 12%.
In standard production for routine actions improved slightly over the previous quarter even with a 49% increase
in volume. In the next FY a more systematic review of "at risk" actions will be conducted daily to assure

PROPONENT: **WCPOC-CD**

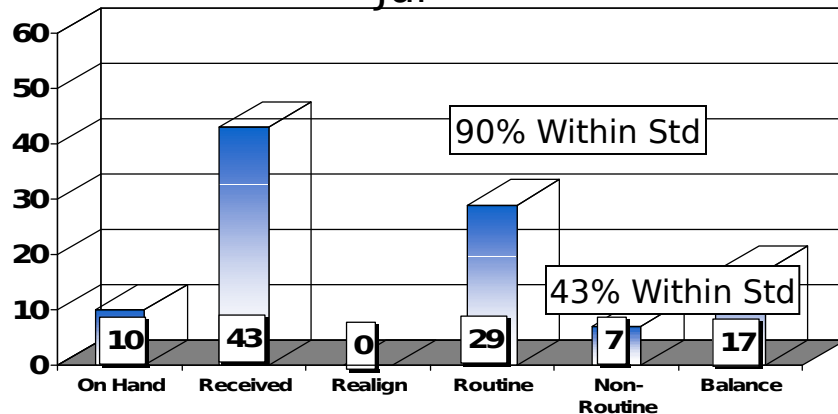**STANDARD:** Routine, 4 Days from Date Received in CD
Non-Routine, 30 Days from Date Received in CD

ASSESSMENT:

Routine: Amber
Non-Routine: Re

Jul

90% Within Std

43% Within Std

On Hand	Received	Realign	Routine	Non-Routine	Balance
10	43	0	29	7	17

Aug

59% Within Std

86% Within Std

On Hand	Received	Realign	Routine	Non-Routine	Balance
17	18	0	22	7	6

Sep

100% Within Std

100% Within Std

On Hand	Received	Realign	Routine	Non-Routine	Balance
6	50	2	42	6	8

4th Qtr

87% Within Std

72% Within Std

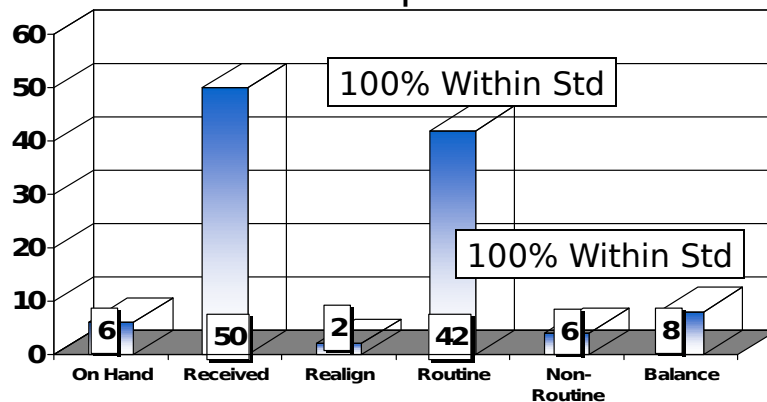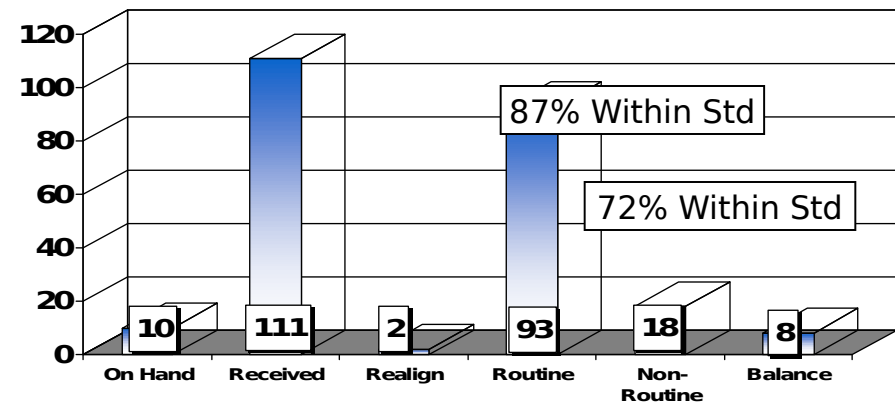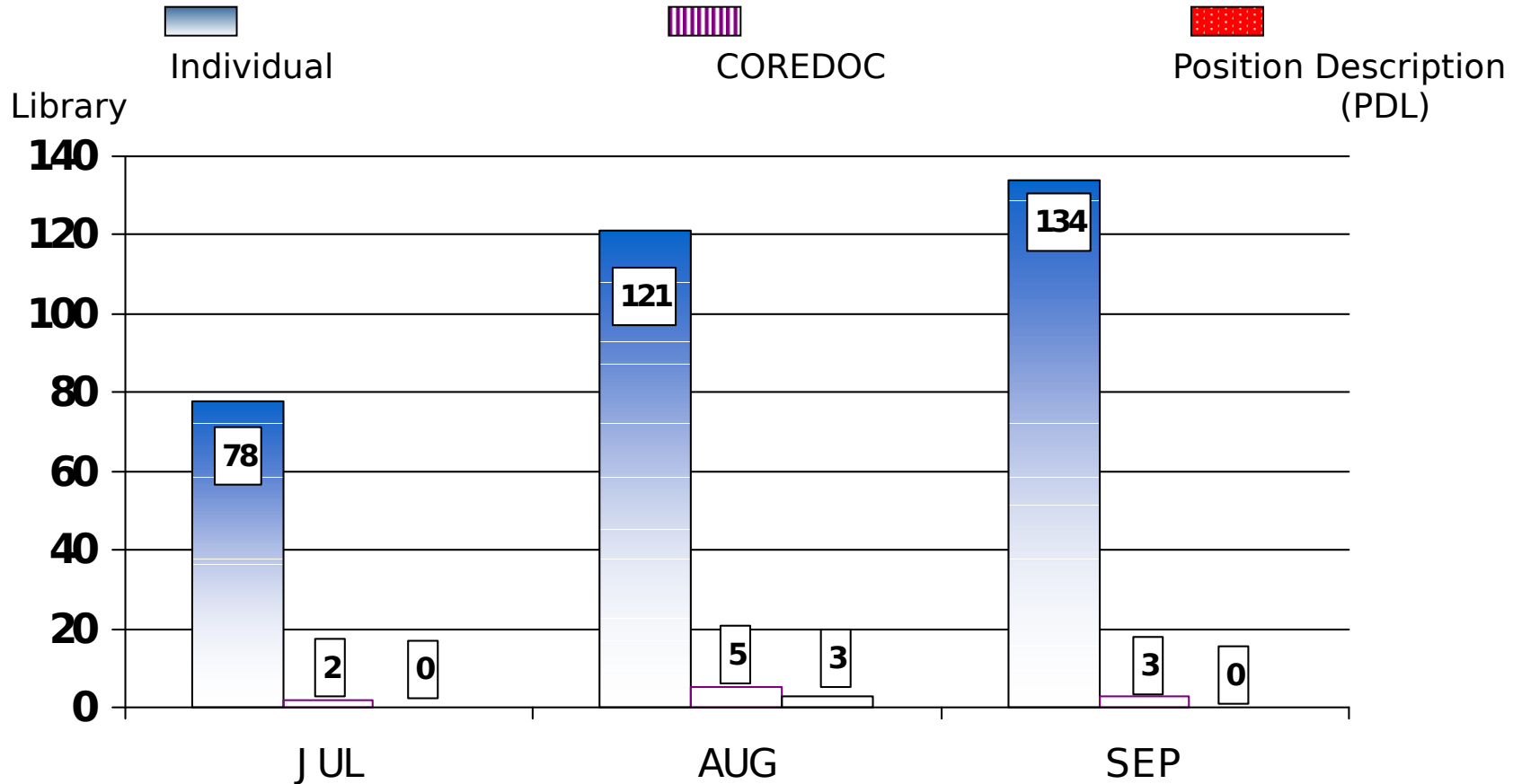| On Hand	Received	Realign	Routine	Non-Routine	Balance
10	111	2	93	18	8

W E S T Region

ANALYSIS: Routine actions processed in standard improved significantly (14%) into "amber", but non-routine actions slipped (4%) into "red". The quarter ended strongly for both types of actions, with 100% of actions processed in standard in September. Continued emphasis on production management should result in a high rate of timely processing.

Individual Library | COREDOC | Position Description (PDL)

	JUL	AUG	SEP
Individual	78	121	134
COREDOC	2	5	3
PDL	0	3	0

ANALYSIS: COREDOC and PDL are seldom used. The number of new job descriptions established continues a quarterly upward trend (9% increase over the previous quarter).
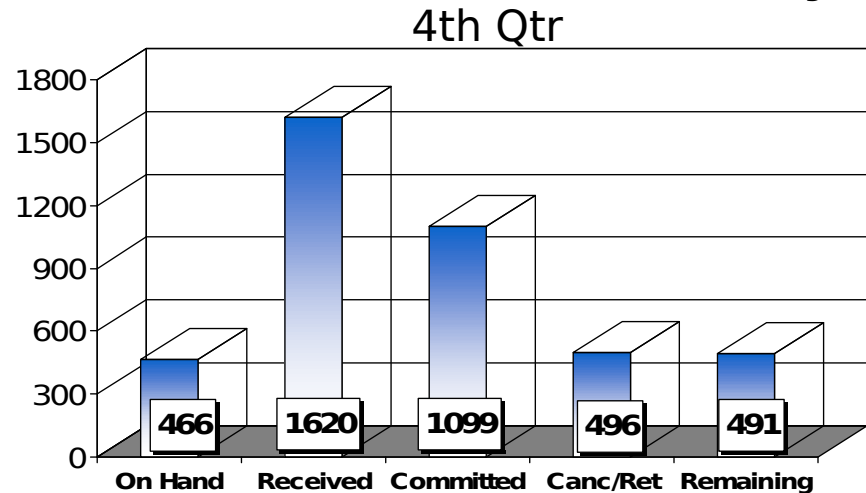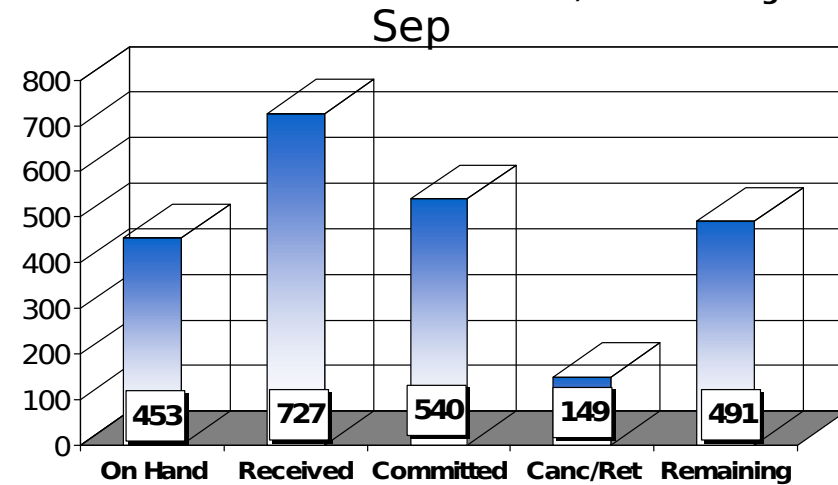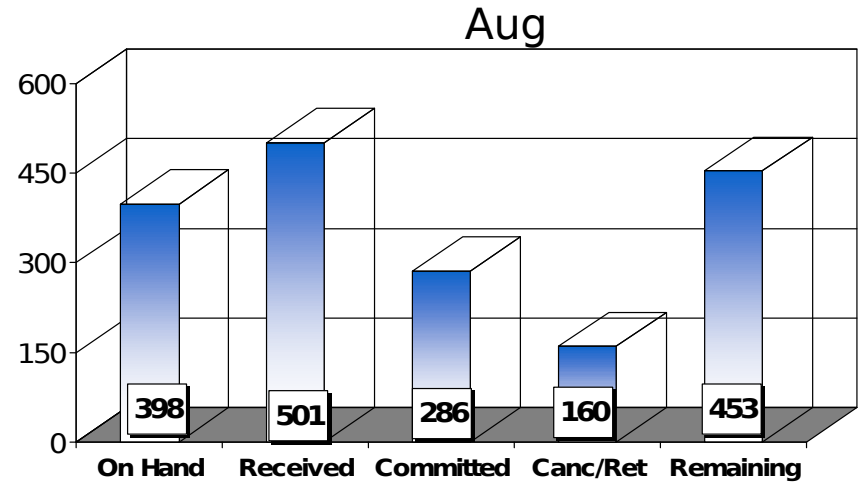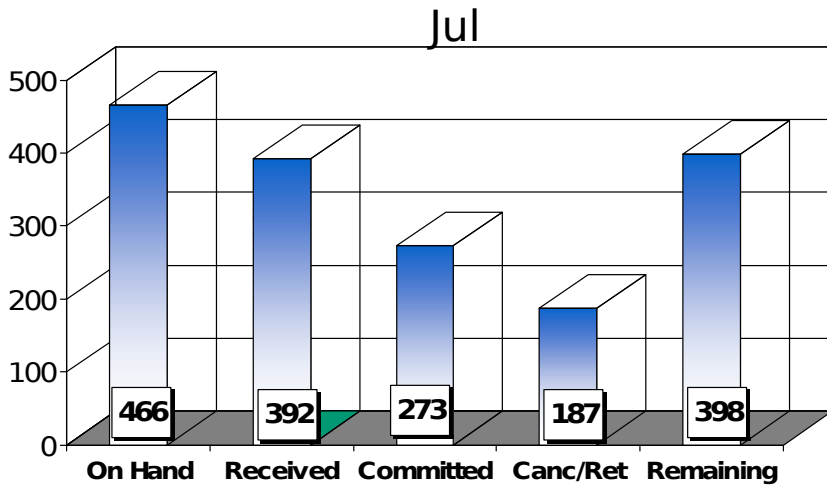
W E S T R e g i o n

SECTION 3
Filling Jobs
Proponent: WCPOC, Staffing Services Division

Sub-Section	Topic	Remarks
A	Recruitment Activity – Jobs Filled	Illustrates how many jobs are being filled and the status of actions on hand at the end of the quarter.
B	Referral Lists Issued	Shows volume and timeliness of referral lists issued – on the basis of days to issue the list from the time the action is received in this Division. This includes both open and closed actions where referrals have been issued.
C	Resumes in Resumix Database	Depicts the number of resumes in the system from external and internal candidates.
D	Average Processing Time	Demonstrates the breakdown of time in the fill process-how actions flow through the various steps in the process. This presents data on actions closed (i.e., completed) during the quarter.
E	Management Feedback on Resumix	Illustrates management feedback on the Resumix process.

Jul

On Hand	Received	Committed	Canc/Ret	Remaining
466	392	273	187	398

Aug

On Hand	Received	Committed	Canc/Ret	Remaining
398	501	286	160	453

Sep

On Hand	Received	Committed	Canc/Ret	Remaining
453	727	540	149	491

4th Qtr

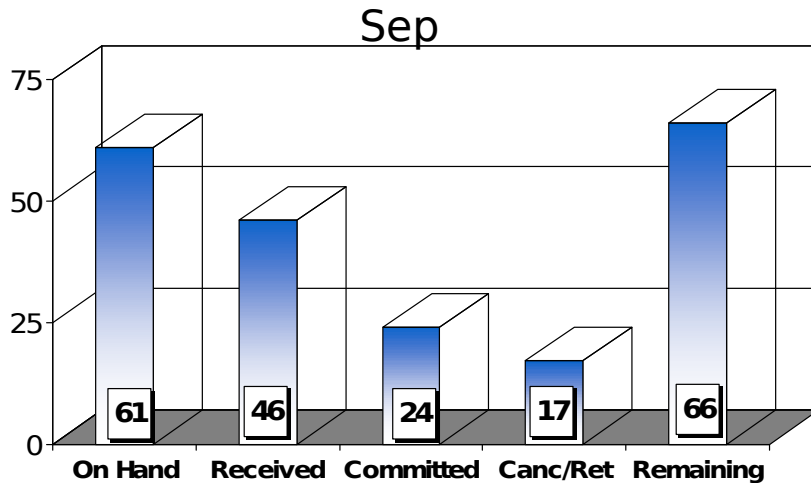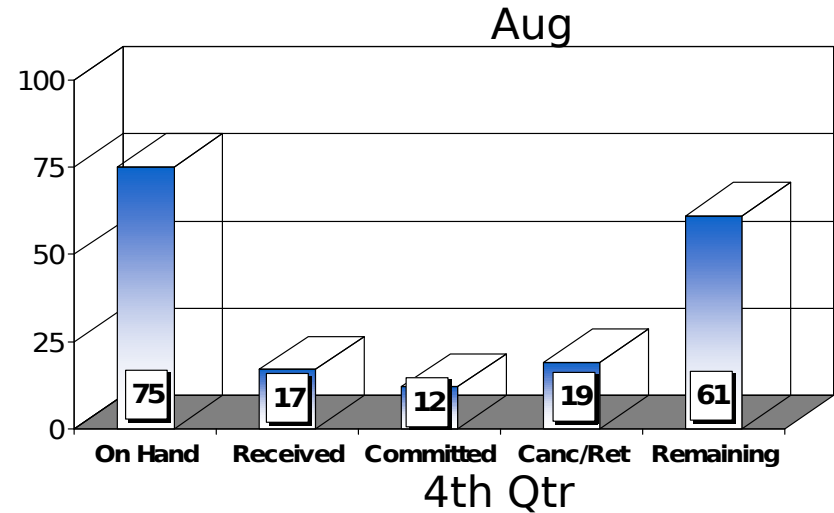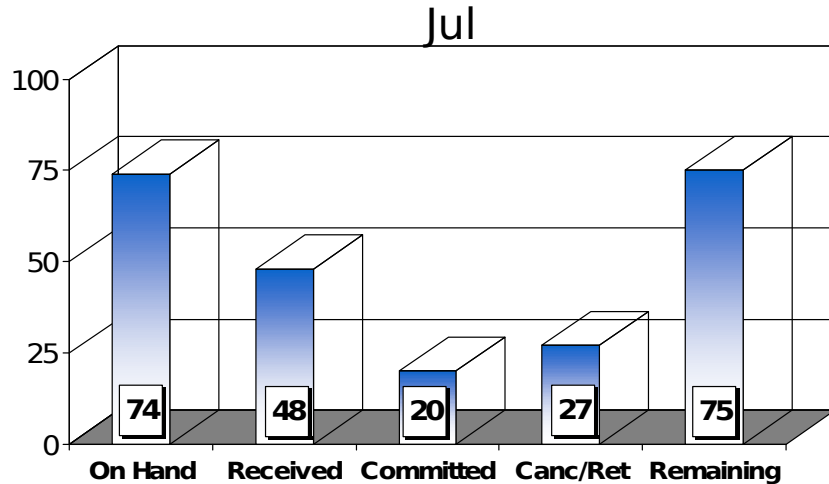| On Hand	Received	Committed	Canc/Ret	Remaining
466	1620	1099	496	491

ANALYSIS: During the quarter 1099 positions were committed - 687 through competitive procedures, 59 through PPP and 353 through other non-competitive sources. This represents an increase of almost 33% from last quarter. Of the 491 actions remaining at the end of the quarter, 275 have referrals issued, 35 have PPP issues working and 181 are pending referral.

W E S T R e g i o n

Jul

	On Hand	Received	Committed	Canc/Ret	Remaining
	74	48	20	27	75

Aug

	On Hand	Received	Committed	Canc/Ret	Remaining
	75	17	12	19	61

Sep

	On Hand	Received	Committed	Canc/Ret	Remaining
	61	46	24	17	66

4th Qtr

	On Hand	Received	Committed	Canc/Ret	Remaining
	74	111	56	63	66

WEST Region

ANALYSIS: During the quarter 56 positions were committed - 53 through competitive procedures and 3 through non-competitive sources. Of the 66 actions remaining at the end of the quarter, 32 have referrals issued, 1 has a PPP issue working and 33 are pending referral.
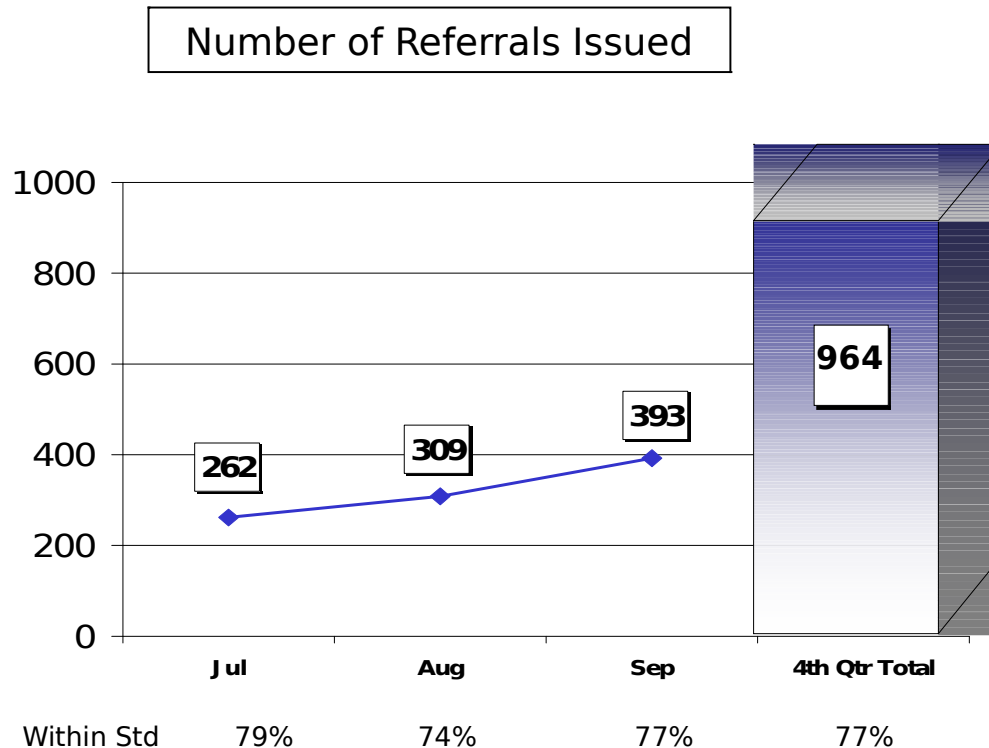
| TOPIC:	Referral Lists Issued - All Serviced	4TH QTR-FY99

PROPONENT: WCPOC - SSD

STANDARD: Resumix: 5 Calendar Days from Date Received in SSD
DEU: 36 Calendar Days from Date Received in SSD

ASSESSMENT: Amber

Number of Referrals Issued

Within Std	79%	74%	77%	77%
	Jul	Aug	Sep	4th Qtr Total

ANALYSIS: Referral timeliness remains constant at 77% when compared to last quarter's performance. Even though the number of referrals issued each month increased throughout the quarter, the percentage issued in standard remained constant. Continued emphasis will be placed on issuing quality and timely referral lists.

WEST Region

TOPIC:	Referral Lists Issued - Dugway Proving Ground	4TH QTR-FY99
PROPONENT:	**WCPOC - SSD**	**ASSESSMENT:** Red
STANDARD:	Resumix: 5 Calendar Days from Date Received in SSD DEU: 36 Calendar Days from Date Received in SSD	

Number of Referrals Issued

	Jul	Aug	Sep	4th Qtr Totals
	19	10	33	62
Within Std	95%	60%	52%	66%
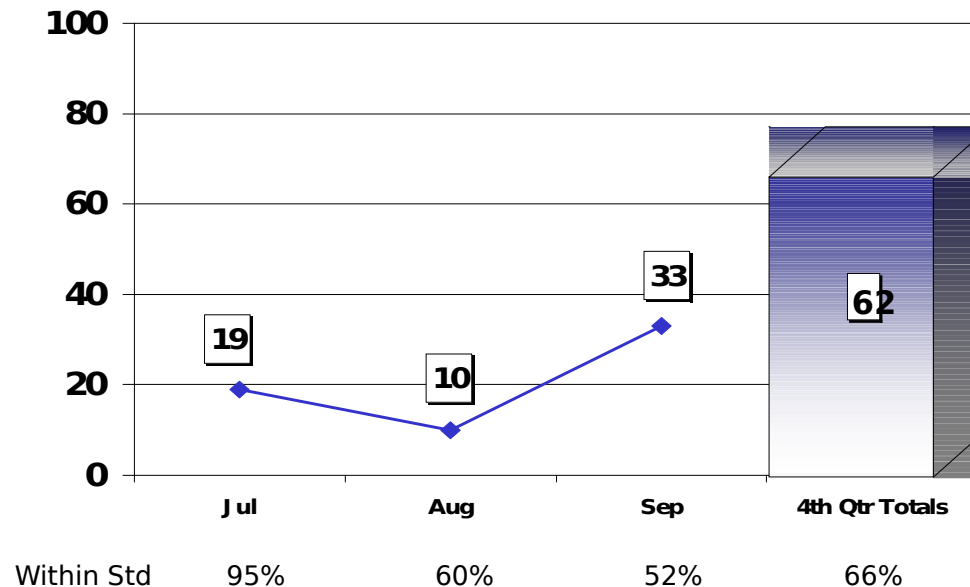
ANALYSIS: Referral timeliness has decreased from 88% last quarter to 66% this quarter. The significant drop in referrals in standard during August and September is due to lack of candidates for 10 actions and PPP matches on 4 actions. Stronger emphasis will be placed on production management.

WEST Region
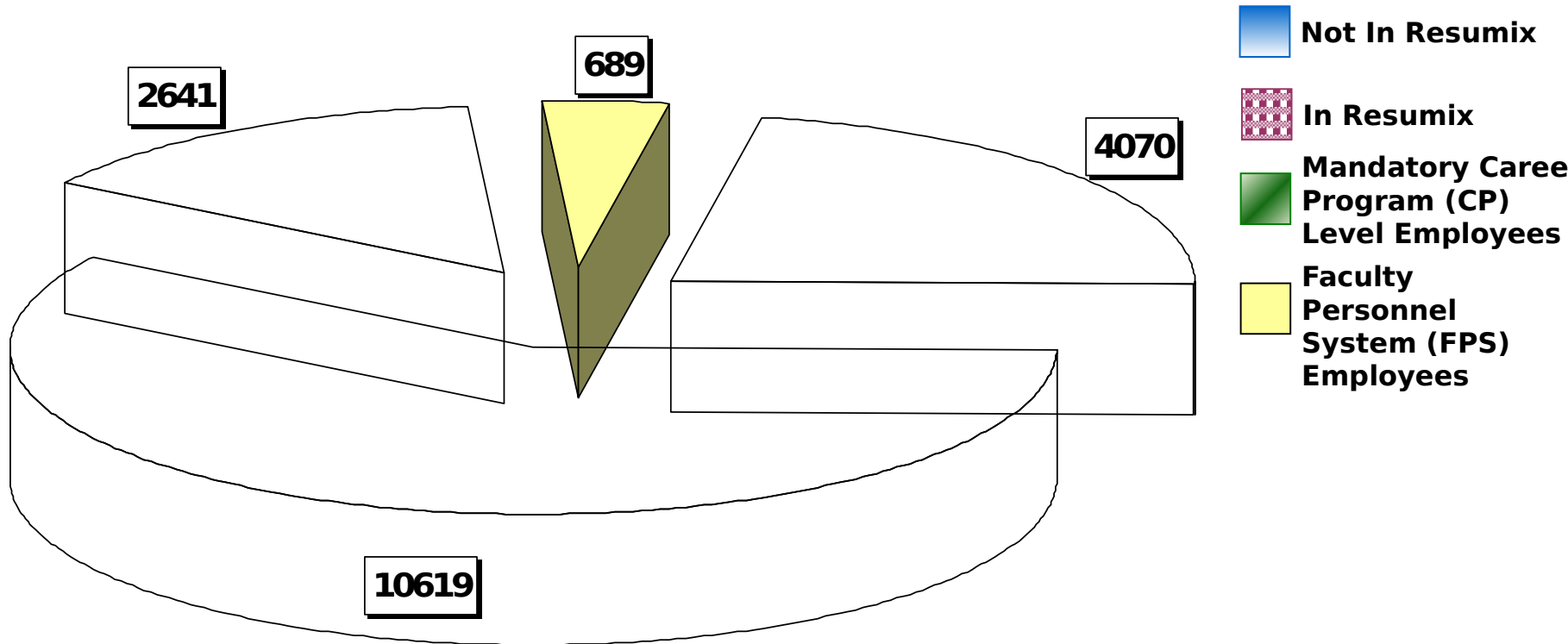
External Applicants   Internal Applicants

4070

6623
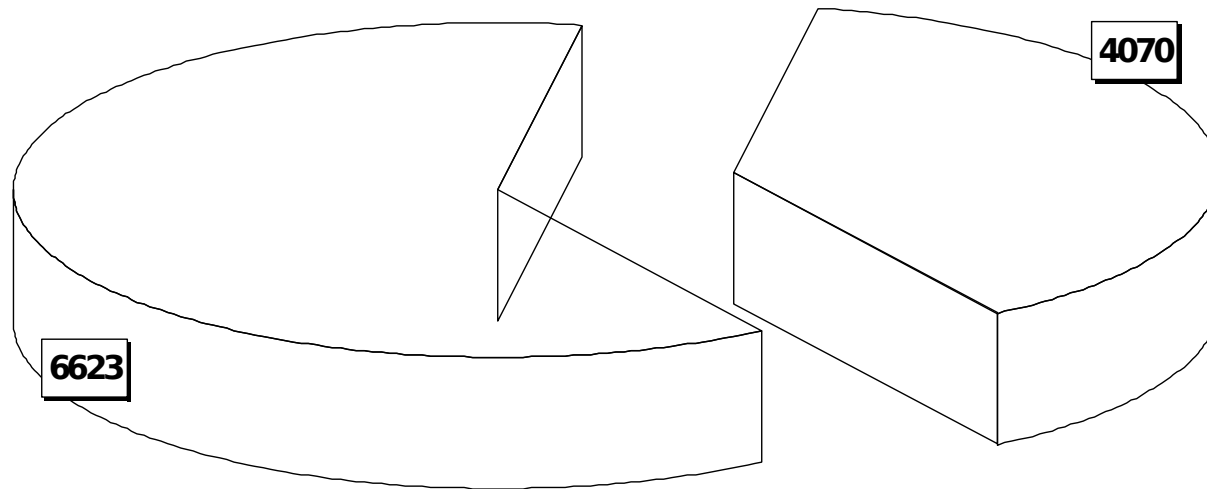
Total Applicants in Resumix : 12,854

ANALYSIS: The total number of resumes in the database increased by 3,484 resumes from last quarter. This increase is significant considering that all external resumes over 6 months old were purged from the system this quarter. The purging of the external applicants was accomplished to keep the database current. The increase is also attributed to the addition of our last two CPAC's, COE, Portland and COE, South Pacific Division, as well as continued applicant response from our web site and USA JOBS.

WEST Region

Legend:
- **Not In Resumix**
- **In Resumix**
- **Mandatory Career Program (CP) Level Employees**
- **Faculty Personnel System (FPS) Employees**

Chart values: 2641, 689, 4070, 10619
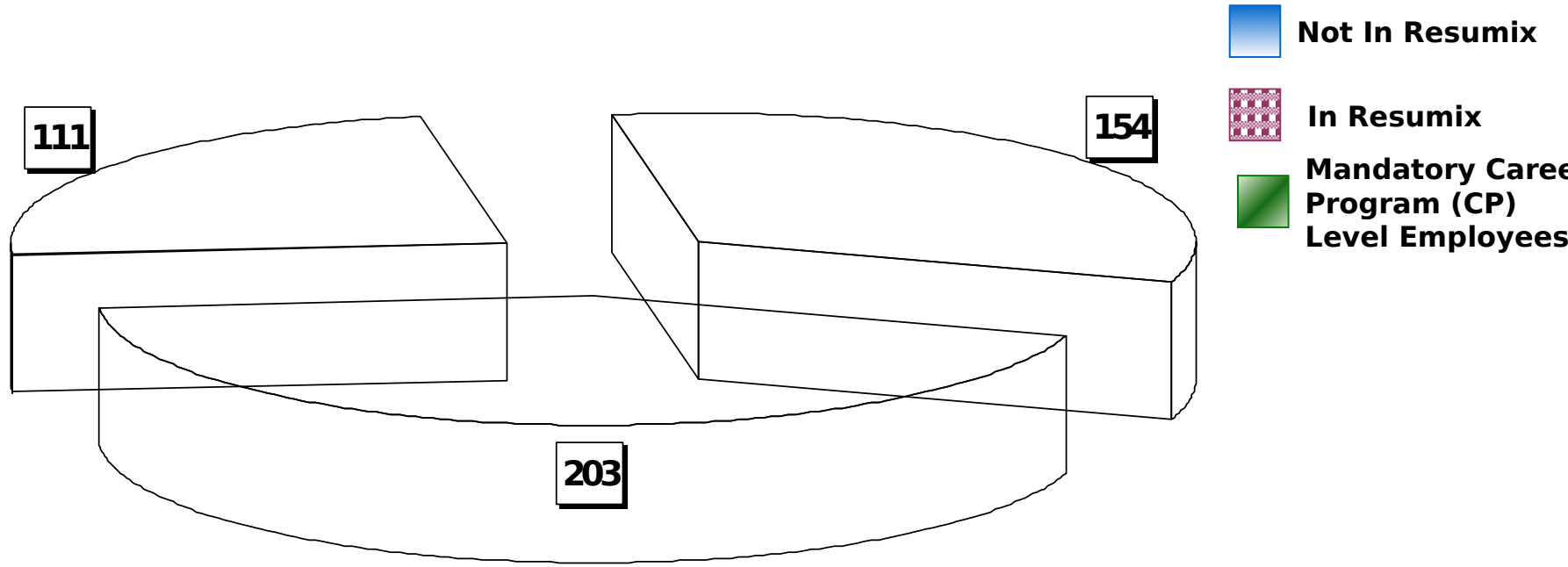
Total Population: 18,019

in Resumix (excludes mandatory CP level and FPS employees): 4,070 (28%)

ANALYSIS: Twenty-eight percent of the current serviced population has submitted resumes to the Resumix database, an improvement over the 25% reflected last quarter. Additional Resumix coaches' training, as well as expanded outreach efforts, are planned by several of the CPACs during the first quarter FY00. This is expected to ensure the continued positive upward trend of Resumix applications in the database.

W E S T   R e g i o n

Not In Resumix

In Resumix

Mandatory Career Program (CP) Level Employees

111

154

203

Total Population: 468
in Resumix (excludes mandatory CP level employees): 154 (43%)

ANALYSIS: Forty-three percent of the current serviced population has submitted resumes to the Resumix database, an improvement over last quarter's 37%. Management continues to encourage employees to submit their resumes in order to receive consideration for job openings. This trend is expected to continue.
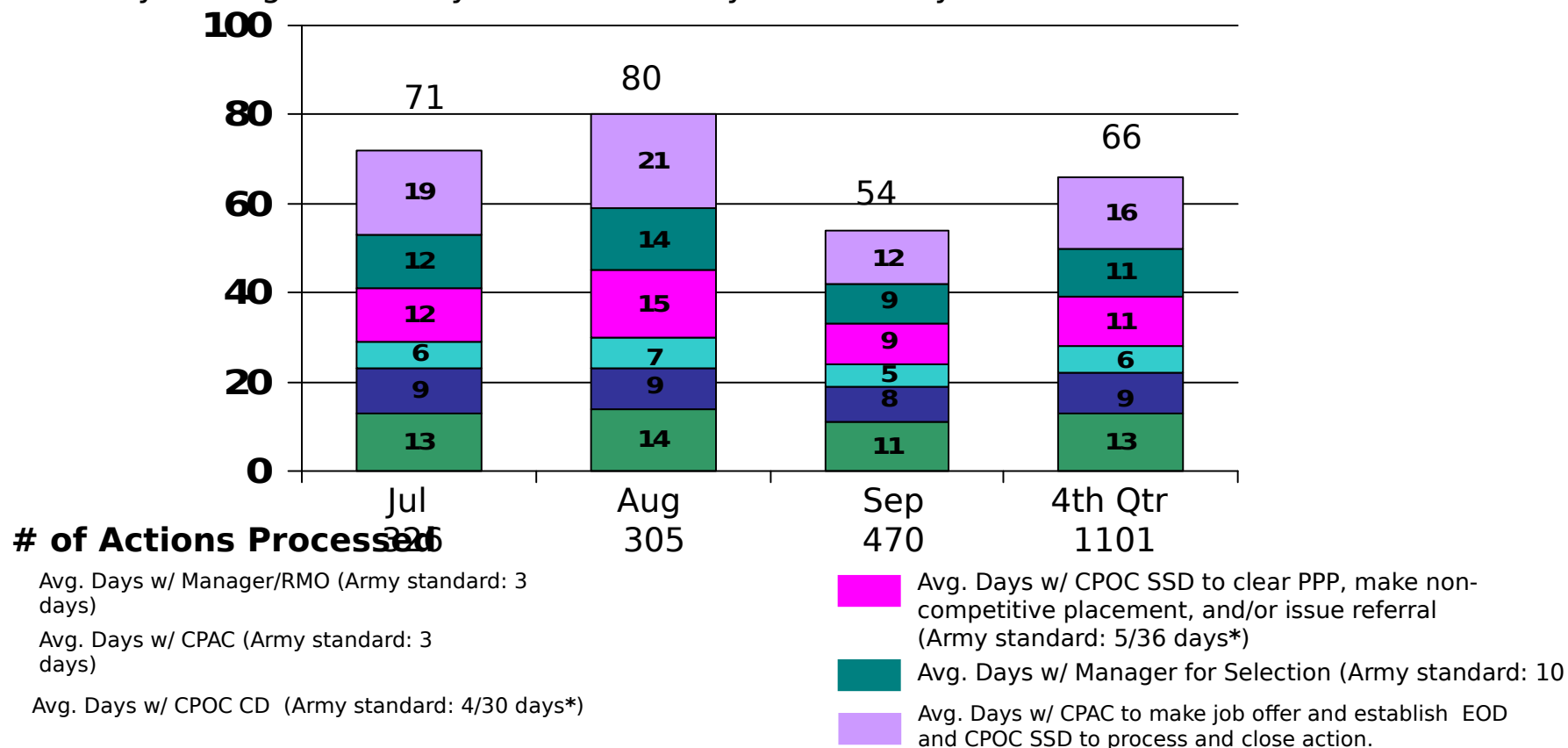
W E S T R e g i o n

Army Average

| 99 Days | 105 Days | 99 Days |

# of Actions Processed

Jul	Aug	Sep	4th Qtr
71	80	54	66
19	21	12	16
12	14	9	11
12	15	9	11
6	7	5	6
9	9	8	9
13	14	11	13
326	305	470	1101

Legend:
- Avg. Days w/ Manager/RMO (Army standard: 3 days)
- Avg. Days w/ CPAC (Army standard: 3 days)
- Avg. Days w/ CPOC CD (Army standard: 4/30 days*)
- Avg. Days w/ CPOC SSD to clear PPP, make non-competitive placement, and/or issue referral (Army standard: 5/36 days*)
- Avg. Days w/ Manager for Selection (Army standard: 10
- Avg. Days w/ CPAC to make job offer and establish EOD and CPOC SSD to process and close action.

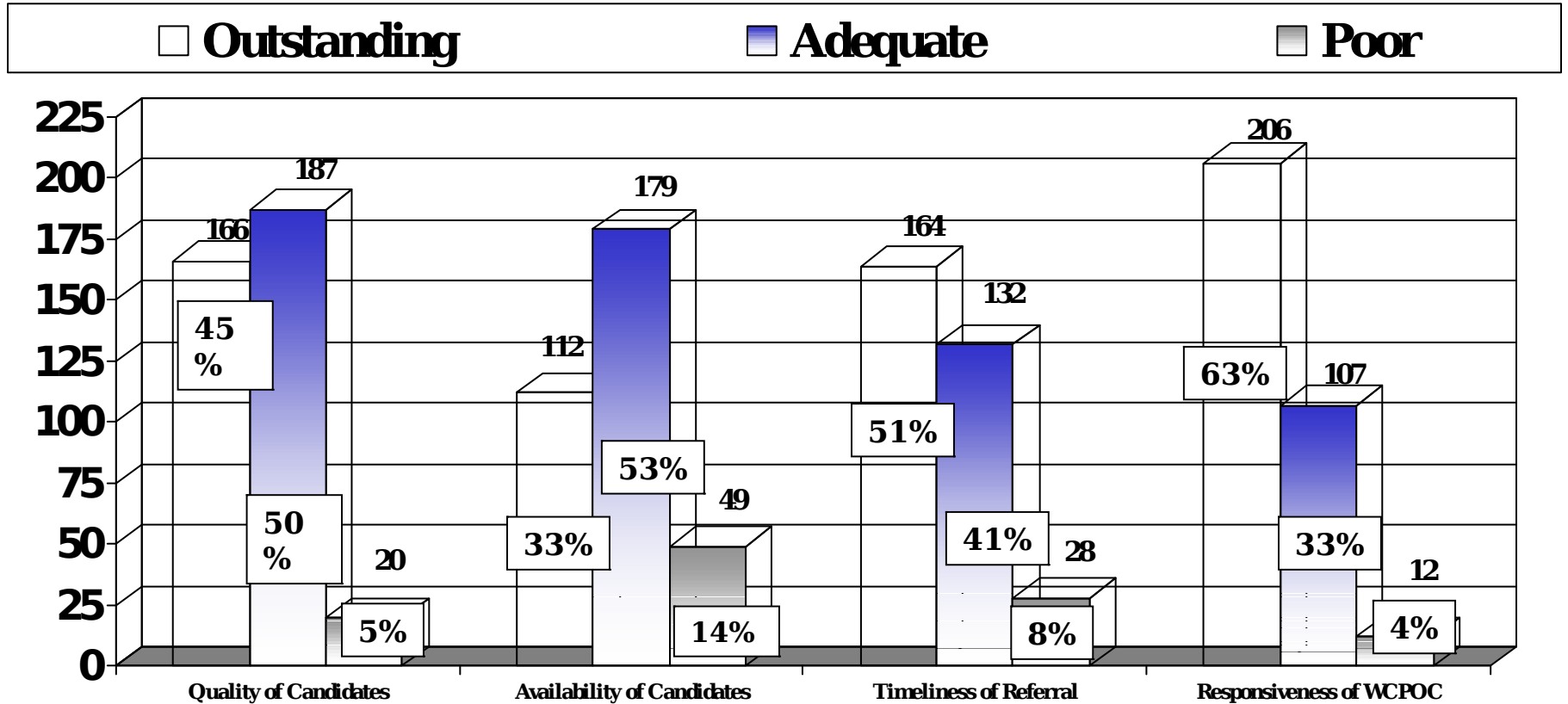***standard varies with type of action/referral**

ANALYSIS: During the quarter 1101 recruitment actions were processed, up 47% from last quarter. The average time to process actions from initiation to closure improved to 66 days (80 days last quarter). West Region compares favorably with overall DA performance; fill time in July, August, and September respectively was 28%, 24%, and 45% below that of the overall Army fill time. When compared to the Army average, our fill time is excellent, but there is still room for improvement by Region partners in various components of the fill time continuum. Efforts will continue to improve both the quality of the process and the timeliness of filling positions.

W E S T R e g i o n

PROPONENT: **West Region Partners**
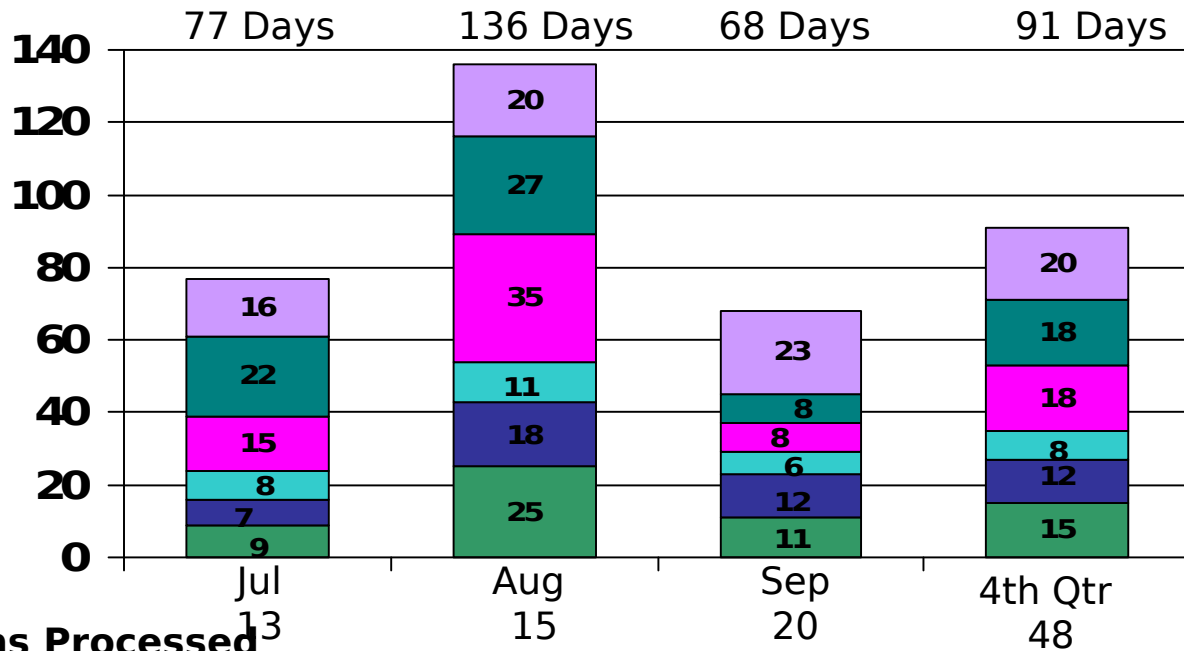
Chart

	77 Days	136 Days	68 Days	91 Days

Jul — 77 Days: 9, 7, 8, 15, 22, 16

Aug — 136 Days: 25, 18, 11, 35, 27, 20

Sep — 68 Days: 11, 12, 6, 8, 8, 23

4th Qtr — 91 Days: 15, 12, 8, 18, 18, 20

of Actions Processed

Jul	Aug	Sep	4th Qtr
13	15	20	48

Legend:

- Avg. Days w/ Manager/RMO (Army standard: 3 days)
- Avg. Days w/ CPAC (Army standard: 3 days)
- Avg. Days w/ CPOC CD (Army standard: 4/30 days*)
- Avg. Days w/ CPOC SSD to clear PPP, make non-competitive placement, and/or issue referral (Army standard: 5/36 days*)
- Avg. Days w/ Manager for Selection (Army standard: 10 days)
- Avg. Days w/ CPAC to make job offer and establish EOD and   CPOC SSD to process and close action.

*standard varies with type of action/referral

ANALYSIS: Forty-eight actions were closed this quarter in an average of 92 days from initiation by the manager to closure. The number of actions closed increased from 36 last quarter to 48 this quarter. The average number of days increased by 12% (from 81 last quarter to 91 this quarter). Efforts will continue to improve fill timeliness while maintaining quality in the staffing process.

W E S T R e g i o n

| TOPIC: | Management Feedback on Resumix Referrals - | THRU END OF 4TH QTR- |
| PROPONENT: | WCPOC - SSD All Serviced | FY99 |

☐ Outstanding   ■ Adequate   ■ Poor

Quality of Candidates: 166 (45%), 187 (50%), 20 (5%)
Availability of Candidates: 112 (33%), 179 (53%), 49 (14%)
Timeliness of Referral: 164 (51%), 132 (41%), 28 (8%)
Responsiveness of WCPOC: 206 (63%), 107 (33%), 12 (4%)

TOTAL Resumix REFERRAL LISTS ISSUED = 2491*   TOTAL # FEEDBACK FORMS RETURNED = 551

*includes referrals for multiple grades

ANALYSIS: Selecting officials receive a feedback form with each referral list. Those returned indicate continued high level of satisfaction with Resumix referrals.

W E S T Region

SECTION 4
Processing Personnel Actions
Proponent: WCPOC, Staffing Services Division

Sub-Section	Topic	Remarks
A	Non-Recruitment Actions Processed	Illustrates processing timeliness and volume of personnel actions processed through PERSACT – to include such actions as resignations, retirements, name changes, and other non-competitive actions.
B	Awards Processed	Presents a picture of the volume and value of awards processed.

PROPONENT: **WCPOC - SSD**

ASSESSMENT: **Green**

STANDARD: 5 Calendar Days Avg. from Date Rec'd in SSD

Jul

88% Within Std   Avg. Days - 4

| On Hand | Received | Processed | Canc/RWA | Remaining |
| 196 | 675 | 606 | 0 | 265 |

Aug

92% Within Std   Avg. Days - 4

| On Hand | Received | Processed | Canc/RWA | Remaining |
| 265 | 1086 | 950 | 0 | 401 |

Sep

94% Within Std   Avg. Days - 3

| On Hand | Received | Processed | Canc/RWA | Remaining |
| 401 | 1315 | 1378 | 0 | 338 |

4th Qtr

Avg. Days - 4

91% Within Std

| On Hand | Received | Processed | Canc/RWA | Remaining |
| 196 | 3076 | 2934 | 0 | 338 |

W E S T R e g i o n
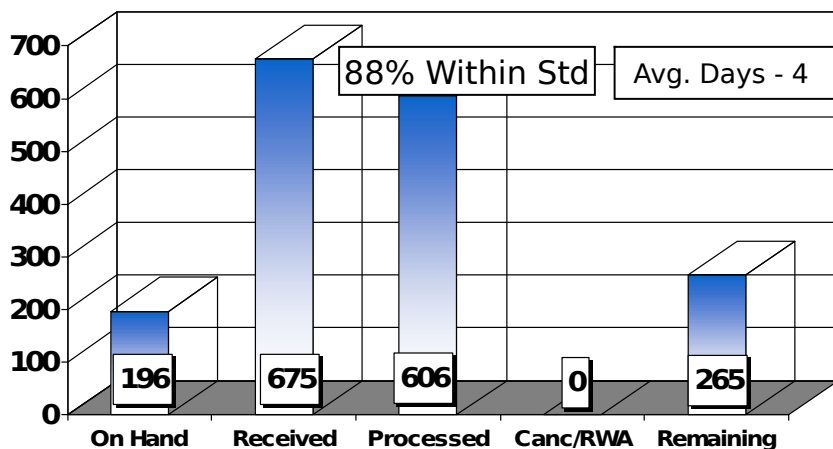
ANALYSIS: Non-recruitment actions processed within 5 days of receipt in SSD remained steady at 91%. The overall average time to process actions improved from 5 to 4 days. Volume of actions processed also increased this quarter (from 2360 to 2934).
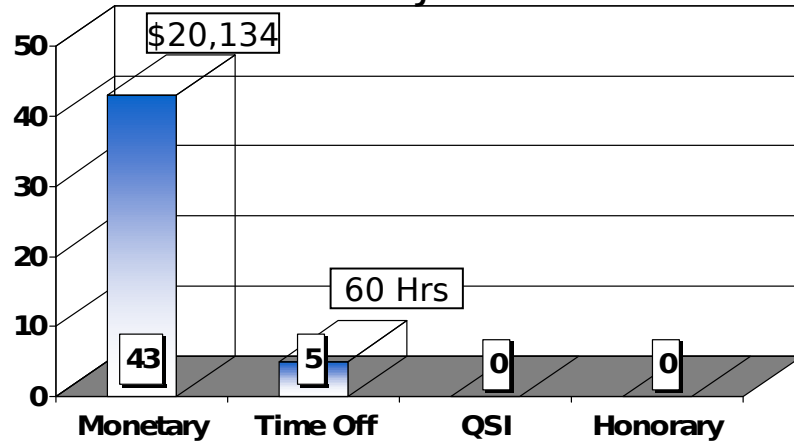
TOPIC:	Non-Recruitment Actions Processed - Dugway Proving Ground	4TH QTR-FY99
PROPONENT:	WCPOC - SSD	ASSESSMENT: Amber
STANDARD:	5 Calendar Days Avg. from Date Rec'd in SSD	

Jul

Avg. Days - 9

60% Within Std

On Hand	Received	Processed	Canc/RWA	Remaining
4	22	15	0	11

Aug

83% Within Std

Avg. Days - 3

On Hand	Received	Processed	Canc/RWA	Remaining
11	15	23	0	3

Sep

98% Within Std

Avg. Days - 3

On Hand	Received	Processed	Canc/RWA	Remaining
3	49	46	0	6

4th Qtr

87% Within Std

Avg. Days - 5

On Hand	Processed	Remaining
4	86	84
	0	6

W E S T Region
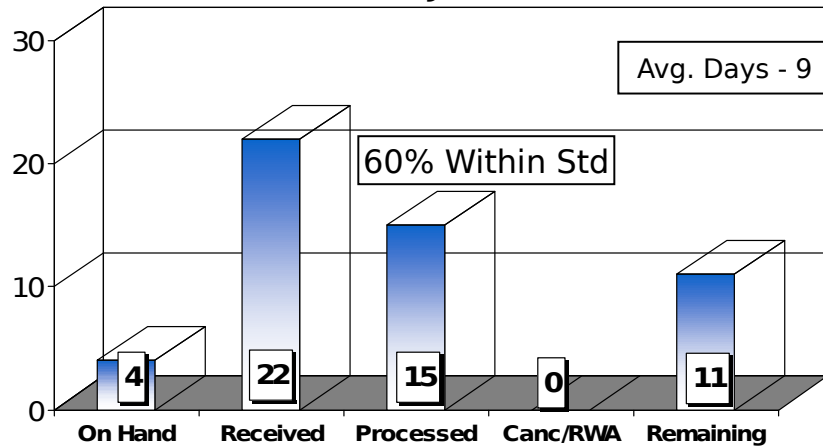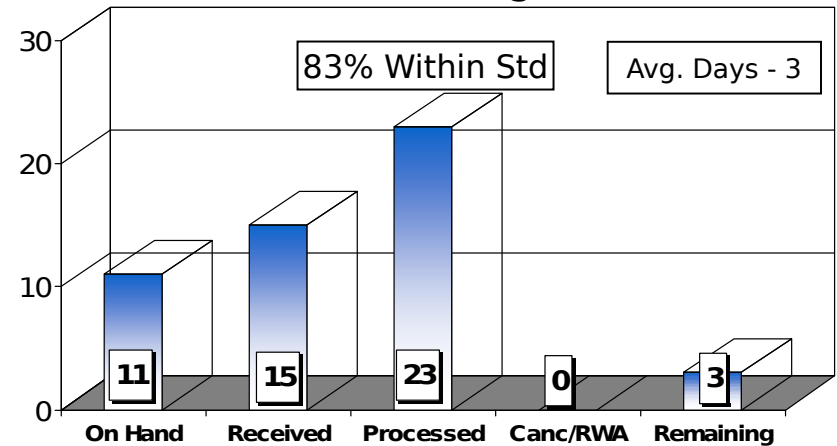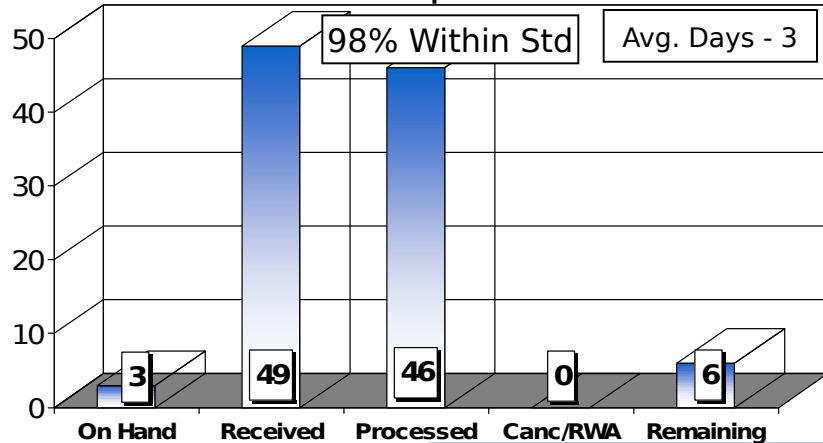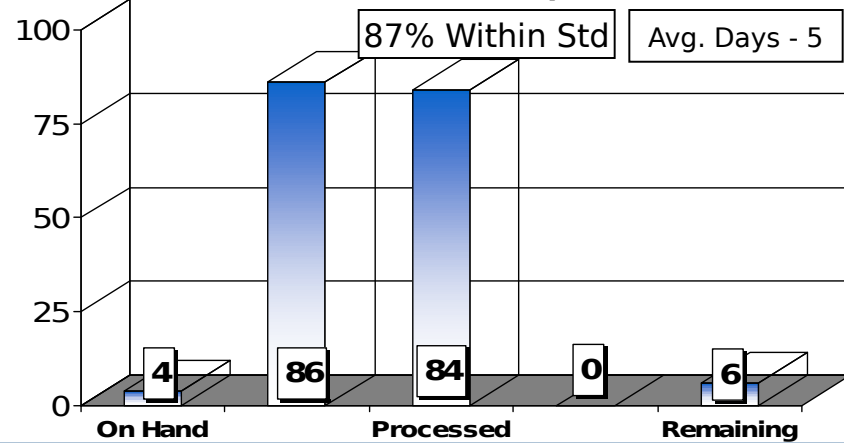
ANALYSIS: Eighty-seven percent of non-recruitment actions were processed within standard, an improvement from 74% last quarter. The overall average time to process actions was 5 days. Continued improvement is expected through emphasis on workload management, personnel training, and quality control procedures.
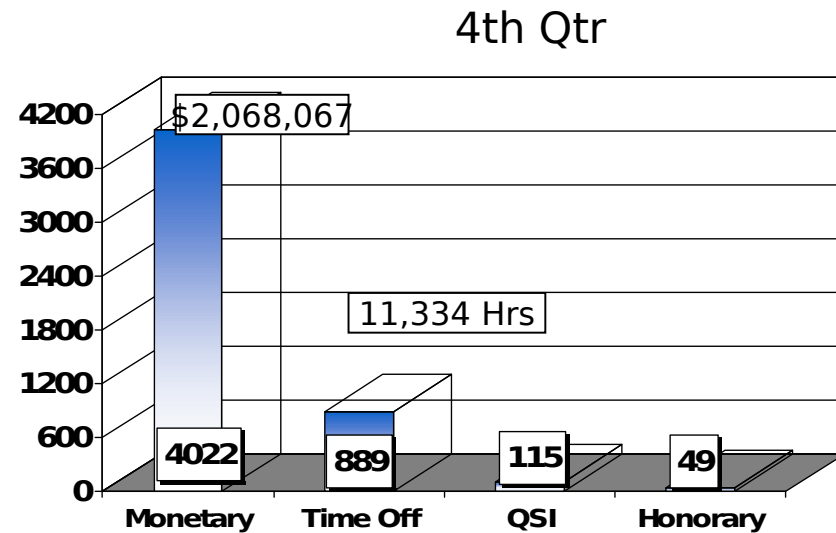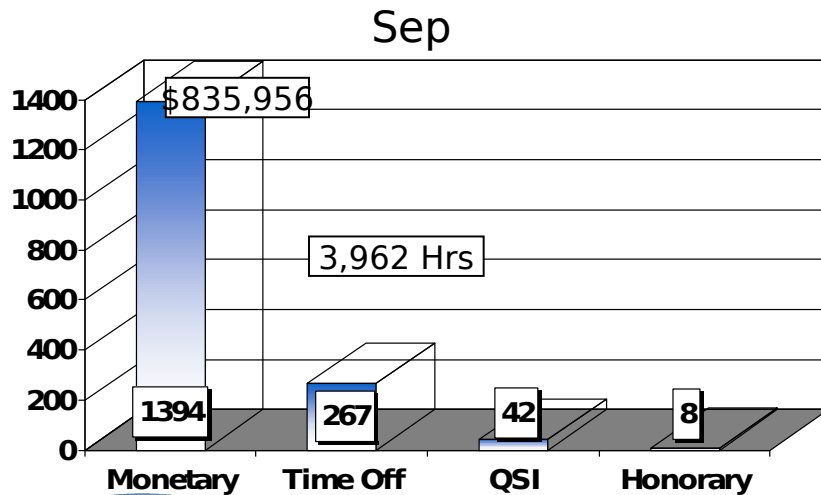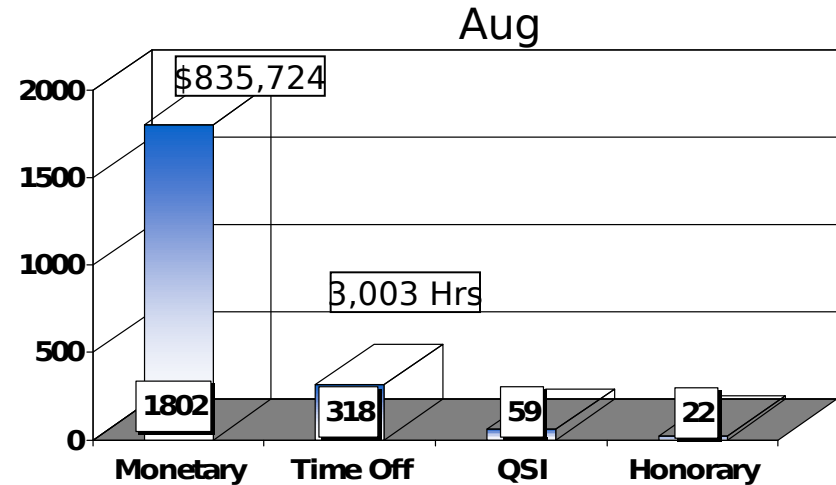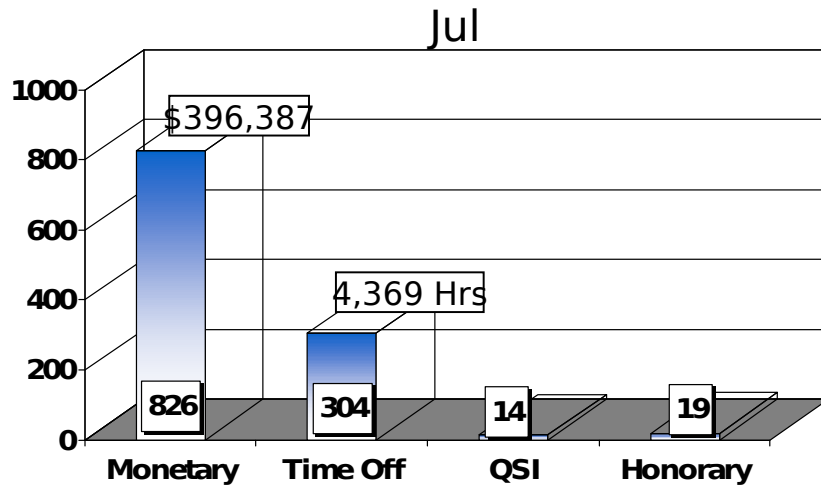
Jul

	Monetary	Time Off	QSI	Honorary
	$396,387	4,369 Hrs		
	826	304	14	19

Aug

	Monetary	Time Off	QSI	Honorary
	$835,724	3,003 Hrs		
	1802	318	59	22

Sep

	Monetary	Time Off	QSI	Honorary
	$835,956	3,962 Hrs		
	1394	267	42	8

4th Qtr

	Monetary	Time Off	QSI	Honorary
	$2,068,067	11,334 Hrs		
	4022	889	115	49

WEST Region

Jul

- Monetary: 43 — $20,134
- Time Off: 5 — 60 Hrs
- QSI: 0
- Honorary: 0

Aug

- Monetary: 33 — $18,826
- Time Off: 0
- QSI: 1
- Honorary: 0

Sep

- Monetary: 90 — $64,611
- Time Off: 7 — 100 Hrs
- QSI: 3
- Honorary: 1

4th Qtr

- Monetary: 166 — $103,571
- Time Off: 12 — 160 Hrs
- QSI: 4
- Honorary: 1

WEST Region
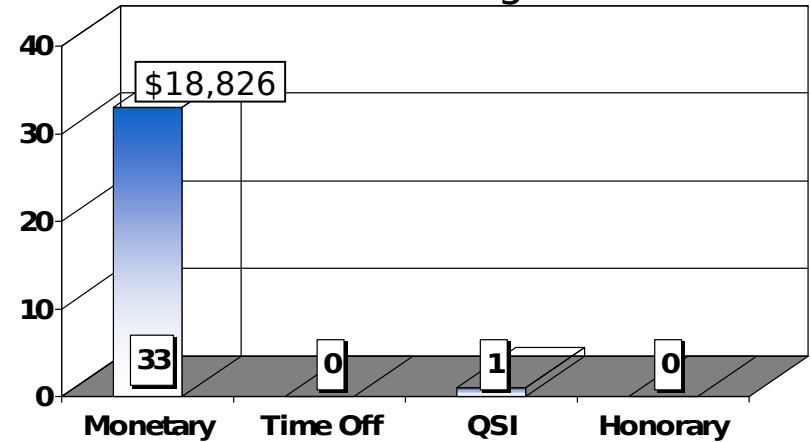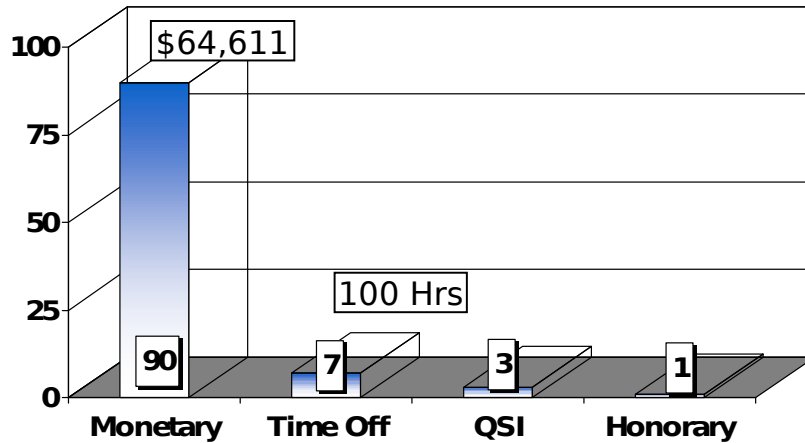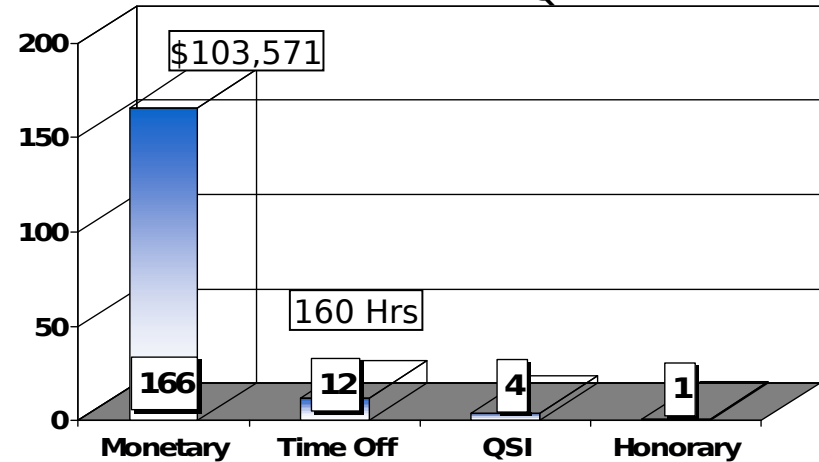
Section 5
Training and Developing Employees
Proponent: WCPOC, Human Resource Development Division

Sub-Section	Topic	Remarks
N/A	Training Requests Processed	Provides data regarding timeliness and volume of training request processing into the database. Also includes total employee hours spent in training and the dollars invested.
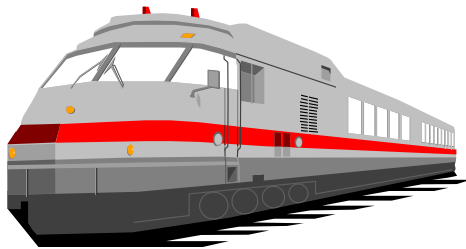
TOPIC:	Training Requests Processed - All Serviced	4TH QTR-FY99
PROPONENT: WCPOC - HRDD **STANDARD:** 7 Calendar Days from Receipt		**ASSESSMENT: Green**

Manual DCPDS   TRAIN FPI

Jul

233   277

Aug

147   560

Sep

537   507

4th Qtr

917   1344
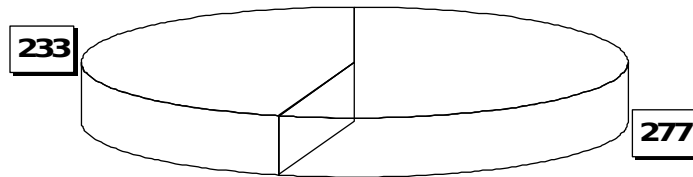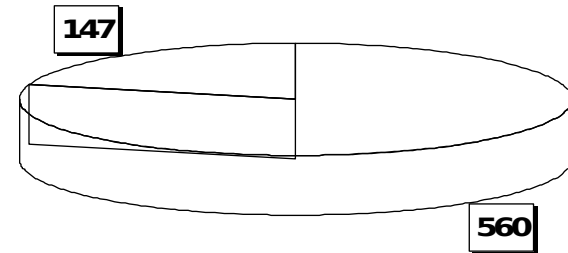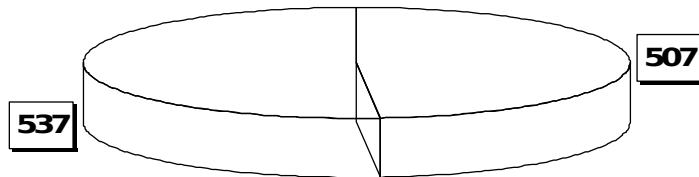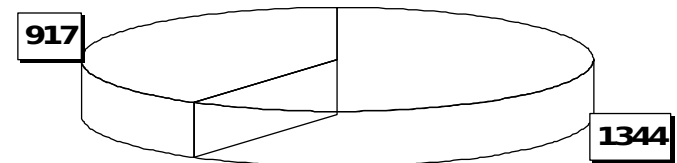
Training Investment: :
$887,432
Training Hours: 49,255

ANALYSIS: All records of completed training received by the WCPOC were processed within standard. Forty-one percent of training completions were processed using the TRAIN FPI. The CPOC continues to encourage use of TRAIN and has offered to provide additional assistance and training wherever desired.

W E S T Region

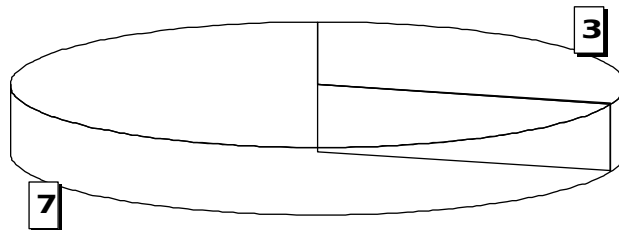| TOPIC:	Training Requests Processed - Dugway Proving Ground	4TH QTR-FY99
PROPONENT: WCPOC - HRDD	ASSESSMENT: Green	
STANDARD: 7 Calendar Days from Receipt		

Jul

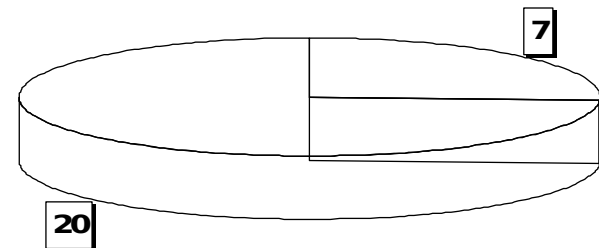Manual DCPDS   TRAIN FPI

Aug

7

4

6

Sep

4th Qtr

3

7

7

7

20
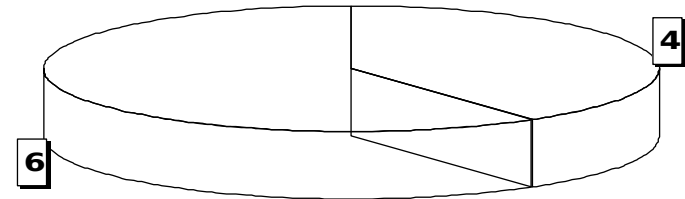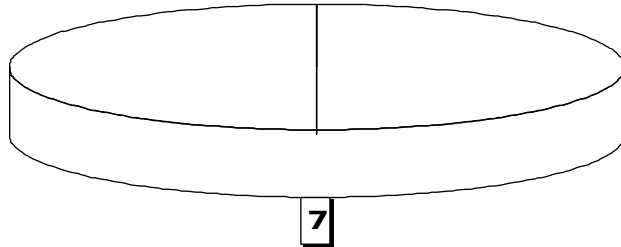
**Training Investment: :
$26,596
Training Hours: 768**

ANALYSIS: All training completions forwarded by the CPAC were processed within standard. Seventy-four percent of these transactions were processed through the TRAIN FPI.

W E S T Region

SECTION 6
Providing Information Services
Proponent: WCPOC, Information Services Division

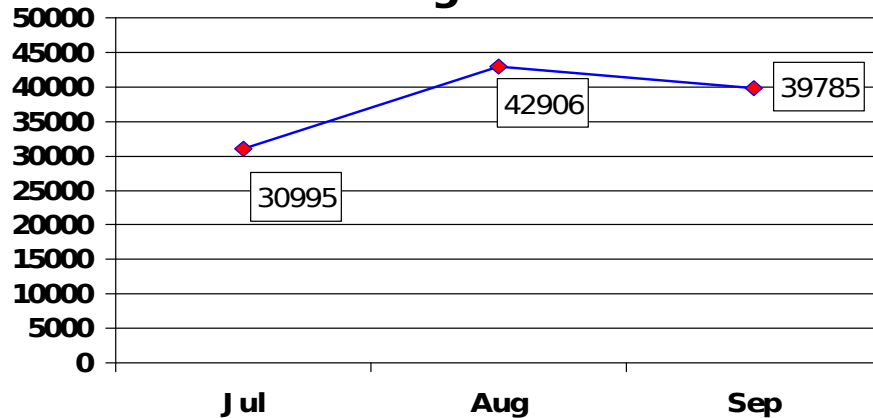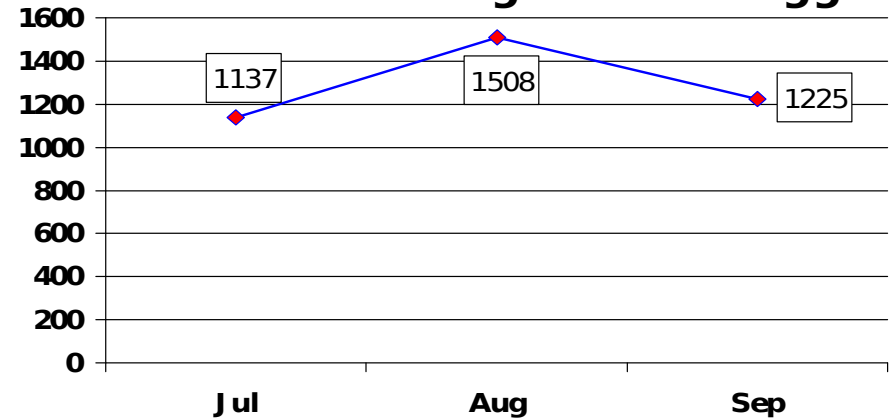| Sub-Section	Topic	Remarks
N/A	FPI Usage	Provides data on Functional Process Improvement (FPI) usage by managers in the region. The number of log-ins is the number of times that managers/resource managers entered the system. The number of accounts is the total accounts that have been built for managers or resource managers to use any of the FPI modules.
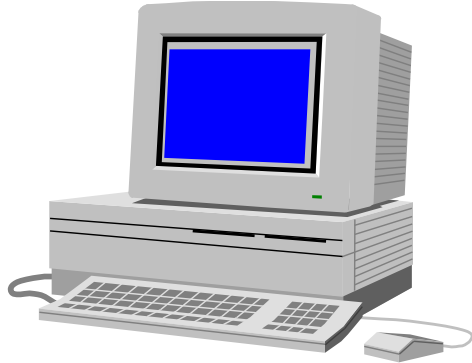
Logins

30995
42906
39785

Jul   Aug   Sep

Number of Managers that Logged In

1137
1508
1225

Jul   Aug   Sep

Account

S
2104
2378
2522

Jul   Aug   Sep
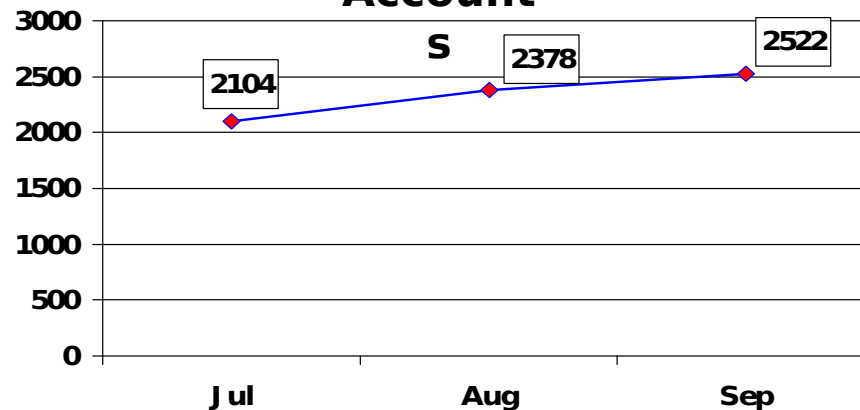
ANALYSIS: COE South Pacific Division and COE , Portland transitioned this quarter requiring the creation of more than 400 new FPI accounts. Over 600 unused FPI accounts were inactivated, so although the number of FPI accounts increased during the quarter by almost 20%, the total number of accounts decreased from last quarter by over 200. With two new CPACs, the number of Logins increased by about 30%. With the inactivation of unused accounts, the Number of Managers that Logged In increased by more than 60%, with the percentage of Managers using the FPIs increasing from about 32% last quarter to more than 60%.
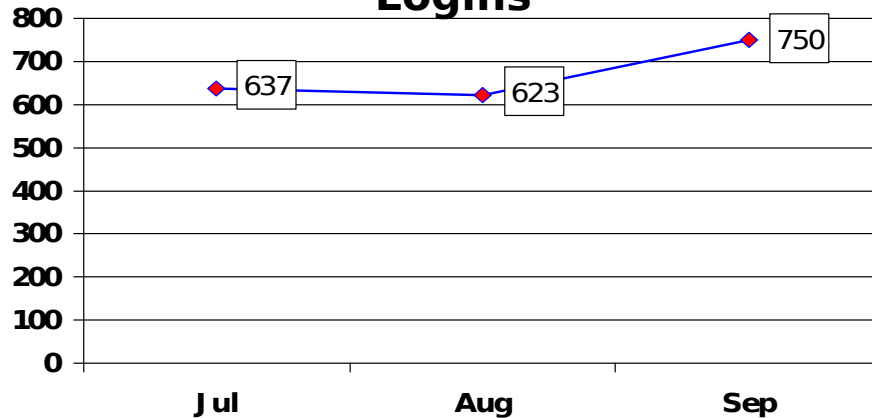
W E S T Region

Logins

- Jul: 637
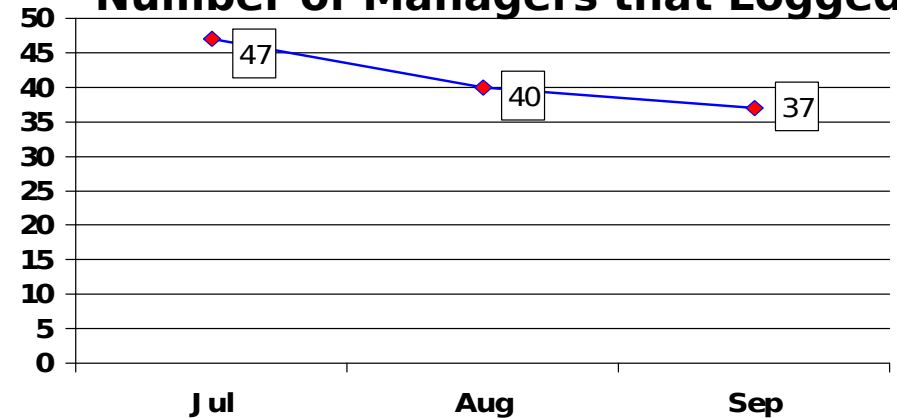- Aug: 623
- Sep: 750

Number of Managers that Logged In

- Jul: 47
- Aug: 40
- Sep: 37

Account

- Jul: 60
- Aug: 67
- Sep: 72
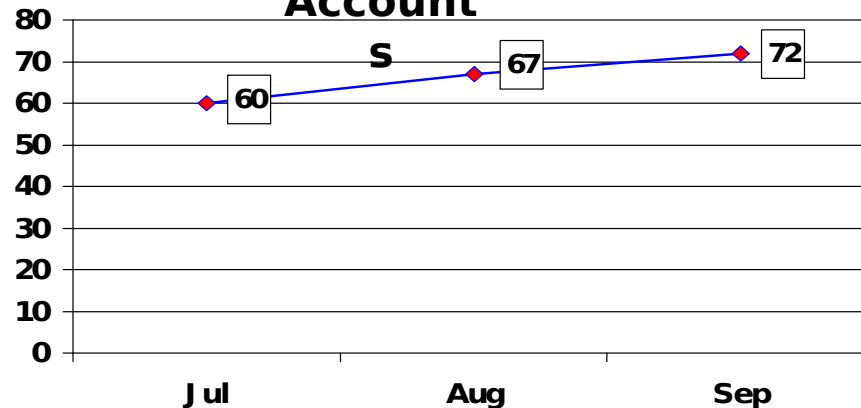
ANALYSIS: The number of Managers using the FPIs increased significantly from about 38% last quarter to about 63% this quarter.

W E S T Region